

For Immediate Release

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TRUSTEE'S OFFICE CANNOT ACCEPT AMERICAN EXPRESS
TRUSTEE APOLOGIZES FOR CONFUSION

Shelby County taxpayers have a variety of options to pay their tax bill. However, American Express won't be one of them this tax season, said Shelby County Trustee David Lenoir.

Due to ongoing negotiations between a third-party vendor and American Express, the Office of Shelby County Trustee is not yet able to process property tax payments using American Express. Unfortunately, the Trustee's Office indicated on 2013 tax bills and brochures it would be able to accept American Express in anticipation of this agreement being signed. This has caused some confusion with taxpayers, Mr. Lenoir said.

"We regret the confusion and inconvenience for Shelby County taxpayers who had planned to make their payments using American Express and have learned they cannot. We made a mistake and I'm sorry," Mr. Lenoir said. "We anticipate having an agreement with American Express in the future but don't have a firm date at this time."

Taxpayers can make payments using Visa, Discover and MasterCard credit cards, as well as paper checks, e-checks and cash. Payments can be made at the Trustee's main office at 157 Poplar, satellite offices at Millington City Hall and Arlington Town Hall. There are also 18 payment kiosks throughout the county for added convenience located at several Bank of Bartlett and Bank of America branches as well as Germantown City Hall, Collierville Town Hall, Memphis City Hall and the Central Library.

A number of seasonal locations also will be staffed the week of Feb. 24. For a complete list, go to www.shelbycountytrustee.com and click on the "February 2014 Additional Payment Locations" under the Payments tab.

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